2019-97-E

Complete Form, Print, Sign and Mail to:

Public Service Commission of South Carolina 101 Executive Center Dr., Suite 100 Columbia, SC 29210



Phone: 803-896-5100 Fax: 803-896-5199

www.psc.sc.gov

Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 03/08/2019

Complainant or Legal Representative Information: * Required Fields

MAD 0.8.2010

Firm (if applicable) Mailing Address* 140 Wickersham Way Easley SC 29642 Phone * 8645906867 E-mail CARLOSHOWARD11@GMAIL_COM Name of Utility Involved in Complaint: * Duke Energy of Carolinas Type of Complaint (check appropriate box below) * Billing Error/Adjustments Deposits and Credit Establishment Wrong Rate Refusal to Connect Service Disconnection of Service Payment Arrangements Water Quality Line Extension Issue Other (he specific) payment agreement Have you contacted the Office of Regulatory Staff (ORS)? * Yes No Name of ORS Contact: Chad Campbell Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.) In working to resolve my deliquent account with Duke Energy, I enetered into an aggreement that allowed me to make semi monthly payments. I am current due for a payment on March 8, 2019 in the amount of \$255.50 and another payment of \$250.00 due by March 22nd. I do not have payment at this time. I have two more payments due On April 5th and April 22nd, that I also requested to pay in full by April 28th. Both request were denied. I am scheduled for disconnect on Monday March11th. Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.) I am requesting from both Duke Energy and ORS to make March payments of \$505.50 by March 27th, with remaining 2 payments by the end of April, (April 28th) and while several modifications have been made I am asking to pay on a monthly basis, even though payment have been a hardship. (I had to receive help in January 2019-from partner agency) I absolutely hate that this matter reoccurs but I am making all possible efforts to resolve this matter asap, without further deliquency. **I GVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.pse.sc.pov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.	Companion of		A CONTRACTOR OF THE PARTY OF TH	
Mailing Address* Mailing Address* Easley SC 29642 Phone* 8645906867	Name *	Frederick Howard	MAR 0 8 2019	
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